

REMARKS

Claims 1-19 are pending in the above-identified application, and were rejected. With this Amendment, claims 1, 2, 4, 5, 8, 9, and 13-19 were amended. Accordingly, claims 1-19 remain at issue in the above-identified application.

I. 35 U.S.C. § 102 Anticipation Rejection of Claims

Claims 1-19 were rejected under 35 U.S.C. § 102(e) as being anticipated by Hogan et al. (U.S. 2004/0013253). Applicant respectfully traverses this rejection.

Claim 1, as amended, is directed to an information processing apparatus for replying to an inquiry. The apparatus includes means for assigning a reply priority to the inquiry, means for determining whether a solution to the inquiry is stored, and means for replying to the inquiry based on the reply priority.

Hogan et al. is directed to a call processing rate quote system and method. The system includes a processor that receives call data, determines the type of call, determines the processing required, and determines whether operator assistance is required. (See Abstract.) Each call may be prioritized based on when the call was queued or based on call priority. (See paragraph 0376.) A client interface ("CLIF") is provided to facilitate communications among applications. (See Abstract.) The CLIF sends requests to an application and awaits a response in reply to the request (See paragraph 1282.) The applications in Hogan et al. do not determine whether the response is stored. Thus, Hogan et al. neither discloses nor suggests means for determining whether a solution to the inquiry is stored, as required by claim 1. Accordingly, claim 1 and claims 2-4 that ultimately depend from claim 1 are allowable over Hogan et al.

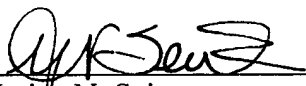
For reasons similar to those discussed above with regard to claims 1-4, Applicant respectfully submits that claims 5-19 are also allowable over Hogan et al. Accordingly, Applicant respectfully requests withdrawal of this rejection.

II. Conclusion

In view of the above amendments and remarks, Applicant submits that all claims are clearly allowable over the cited prior art, and respectfully requests early and favorable notification to that effect.

Respectfully submitted,

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